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**CERTIFICATE OF TRANSMISSION**

I hereby certify that this correspondence is being electronically transmitted to the United States Patent and Trademark Office, Commissioner for Patents, via the EFS pursuant to 37 CFR § 1.8, on July 20, 2009.

/Raymond W. Green/  
Raymond W. Green (Reg. No. 24,587)  
Registered Representative

Date of Signature: July 20, 2009

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Appln. of: Valery A. Petrushin  
Appln. No.: 09/833,301  
Filed: April 10, 2001  
For: DETECTING EMOTION IN  
VOICE SIGNALS IN A CALL  
CENTER  
Attorney Docket No: 10022-151

Examiner: Benny Quoc Tieu  
Art Unit: 2614  
Confirmation No.: 2957

**SECOND SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

In accordance with the duty of disclosure under 37 CFR §1.56 and §§1.97-1.98, and more particularly in accordance with 37 CFR §1.97(d), Applicant hereby cites the following reference(s):

U.S. PATENT DOCUMENTS		
DOCUMENT NO.	DATE	NAME
7,181,693	02-20-07	Anderson et al.

**OTHER ART – NON PATENT LITERATURE DOCUMENTS**

Petrushin, V. "Emotion in Speech: Recognition and Application to Call Centers," Artificial Neural Networks in Engineering, Nov. 7-10, 1999.

It is noted that the effective dates of both of the cited references are later than the effective date of the present application.

Applicant is enclosing Form PTO-1449 (one sheet), along with a copy of each listed reference for which a copy is required under 37 CFR §1.98(a)(2). As each of the listed references is in English, no further commentary is believed to be necessary, 37 C.F.R. §1.98(a)(3). Applicant respectfully requests the Examiner's consideration of the above reference(s) and entry thereof into the record of this application.

By submitting this Statement, Applicant is attempting to fully comply with the duty of candor and good faith mandated by 37 CFR §1.56. As such, this Statement is not intended to constitute an admission that any of the enclosed references, or other information referred to therein, constitutes "prior art" or is otherwise "material to patentability," as that phrase is defined in 37 CFR §1.56(a).

For purposes of 37 CFR §1.704(d), the Applicant or Applicants certify that each item of information contained in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart application, and that this communication was not received by any individual designated in 37 CFR §1.56(c) more than thirty days prior to the filing of this Information Disclosure Statement (a copy of any foreign communication first citing a listed reference is attached for the Examiner's reference).

The Applicant or Applicants certifies under 37 CFR §1.97(e)(1) that each item of information in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement (a copy of any foreign communication first citing a listed reference is attached for the Examiner's reference). Applicant has further calculated a processing fee in the amount of \$180.00 to be due under 37 CFR §1.17(p) in connection with the filing of this Information Disclosure Statement. Applicant has enclosed a check covering this fee, or authorized charging the fee to a deposit account or credit card, as indicated in the Transmittal accompanying this Information Disclosure Statement.

Respectfully submitted,

July 20, 2009

Date

/Raymond W. Green/

Raymond W. Green  
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